



**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2021 ACADEMIC YEAR
CERTIFICATE IN HUMAN RESOURCES MANAGEMENT**

CHR 107 – INTRODUCTION TO HUMAN RESOURCES MANAGEMENT

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Explain the objectives of personnel records (6 marks)
- b) Explain the objectives of on the job training (6 marks)
- c) HRP is essential to determine the future needs of HR in an organization. Explain the objectives of HR Planning (6 marks)
- d) Distinguish between line and staff aspect of HRM (6 marks)
- e) Business ethics are required to protect the interest of small business firms. Explain why there is need for business ethics (6 marks)

QUESTION TWO (20 MARKS)

- a) Explain the areas of activities of HRM (10 Marks)
- b) Training is crucial for organizational development and success. Explain objectives aimed by HR at on the jobtraining (10 marks)

QUESTION THREE (20 MARKS)

- a) An employee will become more efficient and productive if he is trained well. Explain importance of Employee Training to an organization (10 Marks)
- b) Explain the different types of personnel records found in institutions (10 marks)

QUESTION FOUR (20 MARKS)

Effective utilization of various employee sources necessitates an understanding of their skills and information regarding their jobs. Discuss various sources of employees.

- i Internal sources (5 marks)

ii External sources (5 marks)

Discuss some of the challenges faced by human managers in organizations today (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the primary responsibilities of Human Resource managers (10 Marks)
- b) Compensation management is a process created to attract, engage, and retain employees. Explain factors affecting compensation planning. (10 marks)